

Lancashire County Council

Cabinet Committee on Performance Improvement

Minutes of the Meeting held on Tuesday, 7th March, 2017 at 9.00 am in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Present:

County Councillor Jennifer Mein (Chair)

County Councillors

D Borrow

B Winlow

1. Apologies for Absence

Apologies for absence were noted from County Councillor Geoff Driver.

Chair welcomed the following speakers to the meeting:

Paul Bond, Head of Service - Legal and Democratic Services

Sarah Jenkins, Head of Service – Customer Access

Donna Talbot, Head of Service – Business Intelligence

Richard Cooke, Heath Equity, Welfare and Partnerships Manager

2. Disclosure of Pecuniary and Non-Pecuniary Interests

None.

3. Minutes of the Meeting held on 5 December 2016

Resolved: Minutes of the meeting held on 5 December 2016 be confirmed and signed by the Chair.

4. Customer Access Performance Report

Sarah Jenkins, Head of Service – Customer Access, provided members with a summary of the report circulated with the agenda on the operation and performance of the Customer Access Service.

In relation to overall performance, it was highlighted that although there has been an increase in emails, this method of contact generated further calls or emails to clarify or request information which in turn required more resource. However, members were advised that a standard referral tool was being identified to support this area of work. In addition, members were advised that discussions were being held on a potential Pan Lancashire referral form, working with partner agencies to ascertain requirements.

In relation to the Blue Badge Scheme, members were informed that the approval rate of applications was 88% and that Lancashire continued to be one of the highest approving authorities.

The Committee was advised that workshops for Phase 2 of the Genesys New Technology project were due to take place to identify and discuss potential value added elements.

It was reported that there has been a positive uptake on the 0300 lines and the automated customer feedback surveys have now been linked to the Genesys platform.

In relation to Highways Asset Management System (HAMS), it was confirmed that training was ongoing for staff until the end of March.

Members were informed that recruitment continued to be a challenge for the Customer Access Service. It was confirmed that they were working with the Human Resources Team to identify ways to improve the recruitment process in order to minimise impact on the service.

Resolved: That the report and comments be noted.

5. Risk Register Quarter 4 Report

Paul Bond, Head of Service – Legal and Democratic Services, provided an update to members on the Risk and Opportunity Register (Quarter 4) report circulated with the agenda which highlighted the key changes to the register.

Members were advised that there had been one addition (CR27) and one deletion (CR15) to the register. In addition, the following were highlighted to the Committee:

CR1 – information relating to the PwC interim draft report 'Lancashire Public Service Deliver Model' would be updated ahead of the upcoming Audit and Governance Committee meeting following discussions from the Full Council meeting.

CR24 – the residual score had increased due to a failure to achieve agreed targets with National Troubled Families Unit team. It was reported that this was due to delays at the start of the programme.

CR27 – mobilisation of the homecare framework – members were advised that the transition will be completed over a 12 month period.

Resolved: That the report be noted.

6. Quarterly Performance Summary Report

Donna Talbot, Head of Service – Business Intelligence, presented information from the Quarterly Performance Summary Report circulated with the agenda.

Members were informed that the Personal Education Plan (PEP) February figure was 81%. This continued to be monitored very closely and the quality of the PEPs reviewed on a regular basis.

In relation to strategy discussions, it was confirmed that as the figure has been reduced for the third month running, plans were in place to address this and would continue to be closely monitored.

Members noted that an amendment to the report under Age Well where it should state that '888 people aged 65+ were discharged from hospital and received reablement services between July and September 2016'.

A query was raised in relation to the information provided on the care debt figure as to whether the figure included deferred payments (i.e. costs recoverable following property sale). It was confirmed that further information would be supplied to members.

Richard Cooke, Health Equity, Welfare and Partnerships Manager presented to the Committee information detailed in Appendix B – Ofsted Post Inspection Update.

In relation to the recruitment drive, members were informed that location in relation to accessibility was viewed to be an issue in the Fylde, Wyre and Lancaster areas and were looking at additional potential bases for staff to help support recruitment in these areas. It was reported that this included working closely with neighbouring authorities.

Members were advised that work was ongoing with the Practice Improvement Model with partners around risks and thresholds and to ensure the use of common language.

It was reported that Ofsted would be returning in April with a focus on care leavers and Children Looked After (residential).

Members were assured that there had been very positive improvements in performance data, accuracy and use, and it was clarified that 90% accuracy was generally viewed as a good benchmark percentage.

Resolved: That the report and comments be noted.

7. Urgent Business

There were no items of urgent business.

8. Date of Next Meeting

The next meeting is due to be held on 27 June at 2pm, Cabinet Room B, County Hall, Preston.

I Young
Director of Governance, Finance
and Public Services

County Hall
Preston